CLAIM AMENDMENTS:

The following listing of claims will replace all prior versions, and listings, of claims in the application:

1. (Previously Presented) A method comprising:

providing a line-by-line user interface to enable a user to question individual line items in a transaction, wherein the user interface provides multiple user-selectable links to multiple destinations for multiple question types per line item to facilitate routing a user request to an appropriate destination based on its question type.

2. (Previously Presented) The method of claim 1, further comprising:

processing an extensible Markup Language (XML) representation of each of the individual line items to create the line-by-line user interface, wherein the XML representation includes tags within which the multiple user-selectable links per line item are defined.

3. (Previously Presented) The method of claim 2, wherein the XML representation corresponding to a particular line item identifies a corresponding database from which data associated with the particular line item can be verified.

4. (Previously Presented) The method of claim 1, wherein for a line item, the multiple user-selectable links comprise a first link to question the line item and a second link to dispute the line item.

5. (Previously Presented) The method of claim 1, wherein for a line item, the multiple user-selectable links comprise a first link to question the line item and a second link to correct the line item.

6. (Previously Presented) The method of claim 1, wherein for a line item, the multiple user-selectable links comprise a first link to question an amount of a product or a service

associated with the line item and a second link to question a billing rate associated with the line item.

7. (Previously Presented) The method of claim 6, wherein the amount comprises an amount of time.

8. (Previously Presented) The method of claim 1, wherein the multiple user-selectable links comprise a plurality of electronic mail addresses.

9. (Previously Presented) The method of claim 1, further comprising:

for a line item, providing an online form to receive user-entered text to direct to a user-selected one of the multiple user-selectable links.

10. (Previously Presented) The method of claim 1, wherein the multiple user-selectable links comprise a first link that facilitates communication with a human to address a first question type, and a second link that facilitates machine-to-machine communication to address a second question type without requiring human intervention.

11. (Previously Presented) The method of claim 1, wherein the user interface is integrated with a workflow or business process management tool to enable a maintainer to edit, amend and extend a process of routing user requests.

12. (Previously Presented) A system comprising:

a computer system to provide a line-by-line user interface to enable a user to question individual line items in a transaction, wherein the user interface provides multiple user-selectable links to multiple destinations for multiple question types per line item to facilitate routing a user request to an appropriate destination based on its question type.

13. (Previously Presented) The system of claim 12, wherein the computer system comprises a user interface creator to process an extensible Markup Language (XML) representation of each of the individual line items to create the line-by-line user interface,

wherein the XML representation includes tags within which the multiple user-selectable links per line item are defined.

14. (Previously Presented) The system of claim 13, wherein the XML representation corresponding to a particular line item identifies a corresponding database from which data associated with the particular line item can be verified.

15. (Previously Presented) The system of claim 12, wherein for a line item, the multiple user-selectable links comprise a first link to question the line item and a second link to dispute the line item.

16. (Previously Presented) The system of claim 12, wherein for a line item, the multiple user-selectable links comprise a first link to question the line item and a second link to correct the line item.

17. (Previously Presented) The system of claim 12, wherein for a line item, the multiple user-selectable links comprise a first link to question an amount of a product or a service associated with the line item and a second link to question a billing rate associated with the line item.

18. (Previously Presented) The system of claim 17, wherein the amount comprises an amount of time.

19. (Previously Presented) The system of claim 12, wherein the multiple user-selectable links comprise a plurality of electronic mail addresses.

20. (Previously Presented) The system of claim 12, wherein the computer system is to provide, for a line item, an online form to receive user-entered text to direct to a user-selected one of the multiple user-selectable links.

21. (Previously Presented) The system of claim 12, wherein the multiple user-selectable links comprise a first link that facilitates communication with a human to address a first question

type, and a second link that facilitates machine-to-machine communication to address a second question type without requiring human intervention.

22. (Previously Presented) The system of claim 12, wherein the user interface is integrated with a workflow or business process management tool to enable a maintainer to edit, amend and extend a process of routing user requests.

23. (Previously Presented) A computer-readable medium having computer-readable program code to direct a computer system to provide a line-by-line user interface to enable a user to question individual line items in a transaction, wherein the user interface provides multiple user-selectable links to multiple destinations for multiple question types per line item to facilitate routing a user request to an appropriate destination based on its question type.

24. (Previously Presented) The computer-readable medium of claim 23, wherein the computer-readable program code directs the computer system to process an extensible Markup Language (XML) representation of each of the individual line items to create the line-by-line user interface, wherein the XML representation includes tags within which the multiple user-selectable links per line item are defined.

25. (Previously Presented) The computer-readable medium of claim 24, wherein the XML representation corresponding to a particular line item identifies a corresponding database from which data associated with the particular line item can be verified.

26. (Previously Presented) The computer-readable medium of claim 23, wherein for a line item, the multiple user-selectable links comprise a first link to question the line item and a second link to dispute the line item.

27. (Previously Presented) The computer-readable medium of claim 23, wherein for a line item, the multiple user-selectable links comprise a first link to question the line item and a second link to correct the line item.

28. (Previously Presented) The computer-readable medium of claim 23, wherein for a line item, the multiple user-selectable links comprise a first link to question an amount of a product or a service associated with the line item and a second link to question a billing rate associated with the line item.

29. (Previously Presented) The computer-readable medium of claim 28, wherein the amount comprises an amount of time.

30. (Previously Presented) The computer-readable medium of claim 23, wherein the multiple user-selectable links comprise a plurality of electronic mail addresses.

31. (Previously Presented) The computer-readable medium of claim 23, wherein the computer-readable program code is to direct the computer system to provide, for a line item, an online form to receive user-entered text to direct to a user-selected one of the multiple user-selectable links.

32. (Previously Presented) The computer-readable medium of claim 23, wherein the multiple user-selectable links comprise a first link that facilitates communication with a human to address a first question type, and a second link that facilitates machine-to-machine communication to address a second question type without requiring human intervention.

33. (Previously Presented) The computer-readable medium of claim 23, wherein the user interface is integrated with a workflow or business process management tool to enable a maintainer to edit, amend and extend a process of routing user requests.